



# Receptionist

<b>Role:</b>	Receptionist
<b>Reports to:</b>	HR Manager
<b>Hours:</b>	37 hours per week
<b>Contract:</b>	39 weeks per year, term time + INSET days
<b>Salary:</b>	Grade 2, SCP 2 - £22,366 FTE / £19,860 actual
<b>Start Date:</b>	October 2024 / as soon as possible

**We are looking for a positive and experience receptionist who is able to multi-task and provide a professional service to visitors, staff and students.**

You will be joining a school which invests in all its staff through subject specific CPD and places great emphasis on its own programme of professional growth. This is a position that will offer you a platform to make a real difference both to the students you will inspire.

# About you

**We are looking for...** a professional receptionist to be the welcoming face of the school (either in person or over the phone). Your personality and interpersonal skills are key to this role. Your main responsibility will be giving the highest standard of customer service in a friendly, calm and professional manner. Strong written and verbal communication skills are essential, as well as good organisational skills.

**This is an exciting opportunity because...** you will be the first interaction that visitors and parents will have on visiting the school, showcasing our school values of positivity, ambition, resilience and thoughtfulness on a daily basis. This is a rewarding role where you will work in a busy environment, mixing with a wide range of parents, staff and visitors.

The role will be highly rewarding for the right candidate who can work seamlessly with the wider team and can take instruction, as well as acting under their own initiative. It will suit someone who thrives in a fast paced environment who wants to make a positive difference on a daily basis. You will also undertake a range of administration duties supporting departments across the school.

Responsibilities will include:

- Greeting and checking-in visitors
- Making and receiving phone calls
- General administrative tasks such as filing, scanning and sorting the post
- Responding to queries and signposting appropriate support

	Essential	Desirable
<b>Qualifications</b>		
English and Maths pass at GCSE/O Level or equivalent	✓	
A level or equivalent		✓
<b>Experience / Skills / Knowledge</b>		
Experience working as a receptionist within a busy customer facing environment	✓	
Good level of computer literacy (word, excel, outlook etc)	✓	
Outstanding written and verbal communication skills	✓	
High level of accuracy and attention to detail	✓	
Ability to prioritise and meet deadlines	✓	
Well organised and able to follow processes	✓	
Excellent interpersonal skills		
Be confident to have difficult conversations	✓	
Flexible and adaptable to the needs of the school	✓	
Ability to work as a team player and supportive of team working	✓	
Ability to work effectively and with pace under pressure	✓	
Experience of working within an educational setting		✓
Be responsive to queries and work professionally to resolve issues	✓	
Provide a high level of customer service to students and their parents	✓	
<b>To demonstrate a commitment to...</b>		
The schools values of Positivity, Ambition, Resilience & Thoughtfulness	✓	
Personal development and training	✓	
Safeguarding and promoting the welfare of students	✓	
Equality & diversity	✓	

# About us

In 2023, The Birkenhead Park School began a transformation: a new leadership team, a new approach and a renewed focus on excellence.

Behaviour has improved significantly with the introduction of 'Learning Habits' and there has been an improvement in student attendance of seven percentage points, the best improvement in the Wirral. In November 2023, Ofsted recognised the huge progress that we've made and said **"the school is on a rapid journey of improvement."**

The School is part of the **BePART Educational Trust** which includes Birkenhead Sixth Form College, an Ofsted Outstanding post-16 specialist college.

The School and the College work collaboratively to share and develop educational best practice and create an inspiring culture with opportunities for career development.

“The school is on a **rapid journey of improvement.**”

Ofsted  
2023



The Birkenhead Park School aims to achieve **"Ambition and Excellence for All"** and we are committed to providing the best possible education for every student. The School is driven by the values of **Positivity, Ambition, Resilience,** and **Thoughtfulness.**

Positivity



Resilience



Ambition



Thoughtfulness



*Ambition* AND EXCELLENCE FOR ALL

# Staff Benefits

We offer excellent terms and conditions and the results of a recent staff survey found that:

**98%** of staff are proud to work at the school

**93%** of staff believe the school has improved over the last year

Benefits of working at The Birkenhead Park School include:



## CPD

programme of opportunities to support development



## Pension scheme

with generous contributions



## Health & wellbeing

support



## Staff book club

share our love of reading



## Salary sacrifice

cycle to work scheme



## Staff events

trust wide training days & social events

# How to apply

Apply by completing the **Support Staff Application** form which can be found at: [www.birkenheadparkschool.com/job-vacancies](http://www.birkenheadparkschool.com/job-vacancies)

Completed applications should be returned to the HR Department by email to: [recruitment@birkenheadparkschool.com](mailto:recruitment@birkenheadparkschool.com)

closing date: 11am, Monday 7th October 2024

interview date: **Friday 11th October 2024**

**We look forward to receiving your application**

*Ambition* AND EXCELLENCE FOR ALL